Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

www.dmas.virginia.gov

MEDICAID
PROVIDER MANUAL
UPDATE

TO: All Nursing Facility Providers participating in the Virginia
            Medical Assistance Programs.

FROM: Patrick W. Finnerty, Director   MEMO   Special
            Department of Medical Assistance Services (DMAS)
                                                             DATE   03/28/2006

SUBJECT: Update to the Nursing Facility Provider Manual

The purpose of this memorandum is to notify you of changes to your Nursing Facility Provider Manual. The attached table shows the changes to the Provider Manual. Please download the new pages to insert into your Provider Manual and retain table attached below.

Please review these changes carefully.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is http://virginia.fhsc.com. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The "HELPLINE" numbers are:

        1-804-786-6273   Richmond area and out-of-state long distance
        1-800-552-8627   All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the "DMAS Content Menu" column on the left-hand side of the DMAS web page for the "Provider Services" link, which takes you to the "Manuals, Memos and Communications" link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

PROVIDER E-NEWSLETTER SIGN-UP

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at www.dmas.virginia.gov/pr-provider_newletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.

NURSING FACILITY PROVIDER MANUAL

REVISION CHART

March 28, 2006

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter II	Entire Chapter		Entire Chapter	03/28/06
Chapter IV	Entire Chapter		Entire Chapter	03/28/06
Chapter V	Entire Chapter		Entire Chapter	03/28/06
Chapter VI	Entire Chapter		Entire Chapter	02/28/06
Appendix B	Entire Appendix		Entire Appendix	03/28/06
Appendix C	Entire Appendix		Entire Appendix	03/28/06
Appendix D	Entire Appendix		Entire Appendix	03/28/06

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Chapter II	Old Chapter	New Chapter	
Chapter IV	Old Chapter	New Chapter	
Chapter V	Old Chapter	New Chapter	
Chapter VI	Old Chapter	New Chapter	
Appendix B	Old Appendix	New Appendix	
Appendix C	Old Appendix	New Appendix	
Appendix D	Old Appendix	New Appendix	